

Track #	State	Date of complaint	Agent #	Category	Nature of Complaint
543	MD	6/15/2005 1:05:00 PM	NA	22160	Sound Quality - Static
887	MD	8/5/2005 4:00:00 PM	NA	22030	Captions - stop in middle of call
970	MD	8/9/2005 9:15:00 AM	NA	22090	Disconnect/Reconnect during calls
1229	MD	8/10/2005 2:00:00 PM	NA	22090	Disconnect/Reconnect during calls
1172	MD	8/17/2005 2:45:00 PM	NA	22090	Disconnect/Reconnect during calls
1204	MD	9/1/2005 3:25:00 PM	NA	22090	Disconnect/Reconnect during calls
1348	MD	9/16/2005 2:00:00 PM	NA	22090	Disconnect/Reconnect during calls
1371	MD	9/19/2005 9:10:00 AM	NA	22090	Disconnect/Reconnect during calls
1689	MD	10/18/2005 1:50:00 PM	NA	22090	Disconnect/Reconnect during calls
1734	MD	10/24/2005 3:50:00 PM	NA	22010	Captions - dropped characters/garbled text
1940	MD	11/22/2005 10:25:00 AM	NA	22040	Dialing Issue - Phone line does not require 1 when dialing 800 number
2050	MD	12/9/2005 10:00:00 AM	NA	22090	Disconnect/Reconnect during calls
2285	MD	1/9/2006 2:55:00 PM	NA	22090	Disconnect/Reconnect during calls

2839	MD	2/6/2006 12:40:00 PM	NA	50990	Billing - General
2752	MD	2/22/2006 8:40:00 AM	NA	50990	Billing - General
3198	MD	3/10/2006 8:30:00 AM	NA	22990	Technical - General
3931	MD	3/27/2006 3:30:00 PM	NA	11030	Accuracy of captions
5638	MD	4/20/2006 12:30:00 PM	NA	11990	Service - General
5494	MD	4/20/2006 1:10:00 PM	NA	11990	Service - General
5767	MD	4/28/2006 12:20:00 PM	NA	50990	Billing - General

Resolution	Date Resolved	Rep
Sent customer tips and suggestions to try to reduce the occurrence of static.	6/15/2005 2:45:00 PM	DF
Subsequent test calls could not reproduce condition; appears to have been an isolated incident.	8/8/2005 9:00:00 AM	RW
Sent customer information explaining the difference between a CapTel phone and a traditional phone.		
Explained to customer why disconnect/reconnect might be occurring and sent suggestions to reduce their occurrence. Told customer to contact us if they have questions or need further assistance.	8/9/2005 10:35:00 AM	DF
Sent customer information explaining the difference between a CapTel phone and a traditional phone.		
Explained to customer why disconnect/reconnect might be occurring and sent suggestions to reduce their occurrence. Advised customer to contact the telephone company to upgrade their line quality; Enabled visual prompt indicating when disconnection/reconnection is happening.	8/10/2005 3:00:00 PM	MMo
Sent customer information on why disconnection/reconnection may be occurring and offered suggestions for alleviating this. Per customer's request, offered her information on how to return CapTel phone to UTI for assessment and evaluation.	8/17/2005 3:00:00 PM	MMo
Customer reports that problem has resolved.	9/14/2005 11:45:00 PM	KM
Advised customer to program a block on Call Waiting as she has Call Waiting.	9/16/2005 2:00:00 PM	JK
Explained causes of and possible remedies for disconnect/reconnects. Customer will log and report problem calls.	9/20/2005 3:00:00 PM	KM
Sent customer information explaining the difference between a CapTel phone and a traditional phone.		
Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	10/18/2005 4:00:00 PM	MMo
Advised customer to contact telephone company to assess and upgrade phone line quality.	10/24/2005 4:15:00 PM	MMo
Technical Support changed outbound calling number in CapTel system to enable outbound captioned calling.	11/22/2005 2:05:00 PM	MMo
Apologized for incidence and explained the difference between a CapTel phone and a traditional phone.	12/9/2005 10:40:00 AM	
Explained to customer why disconnection/reconnection might be occurring and enabled reconnecting prompt.		KM
Explained to customer why disconnect/reconnect might be occurring on their captioned calls and sent a letter with tips to reduce their occurrence.	1/9/2006 3:05:00 PM	DF

Customer called regarding high long distance bills. Asked customer to share a copy of bill to investigate billing discrepancy. As a result of seeing the billing, we learned the calls noted were not made through the CapTel Captioning Service. Calls were made using standard VCO relay.	2/28/2006 12:15:00 PM	MMo
Assigned carrier of choice designation for hearing caller.	2/22/2006 4:30:00 PM	MMo
Technical problem identified. Resolution implemented and all is well now.	3/10/2006 12:50:00 PM	KM
Explained to customer how CapTel service generates captioning, and how they may document and report problematic captioning back to our Call Center for quality control.	3/28/2006 8:15:00 AM	MMo
Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.	4/20/2006 4:15:00 PM	DF
Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.	4/24/2006 1:00:00 PM	RW
Technical service resolved blockage of cell phone user to use voice in number.	4/28/2006 12:20:00 PM	KM

